



THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Liu et al.**

Serial No.: **09/832,438**

Filed: **April 10, 2001**

For: **Apparatus and Methods for  
Maximizing Service-Level-Agreement  
Profits**

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Group Art Unit: **2152**

Examiner: **Unknown**

Attorney Docket No.: **YOR920010031US1**

**LETTER TO THE OFFICIAL DRAFTSMAN**

Assistant Commissioner of Patents  
Washington, D.C. 20231

Sir:

Submitted herewith are formal drawings (6 sheets) for the above-identified application.

Respectfully submitted,

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*I hereby certify this correspondence is being deposited with the United States Postal service  
as First Class mail in an envelope addressed to: Assistant Commissioner of Patents,  
Washington, D.C. 20231*

on

*7-20-01*

by